Royal Mail Tracked Reporting
How to create your Delivery Dashboard Report

RM Tracked Reporting – How to create your Delivery Dashboard Report

As a Royal Mail Tracked customer, you have access to a Tracked Reporting tool via your OBA account, which provides you with a range of enhanced reports.

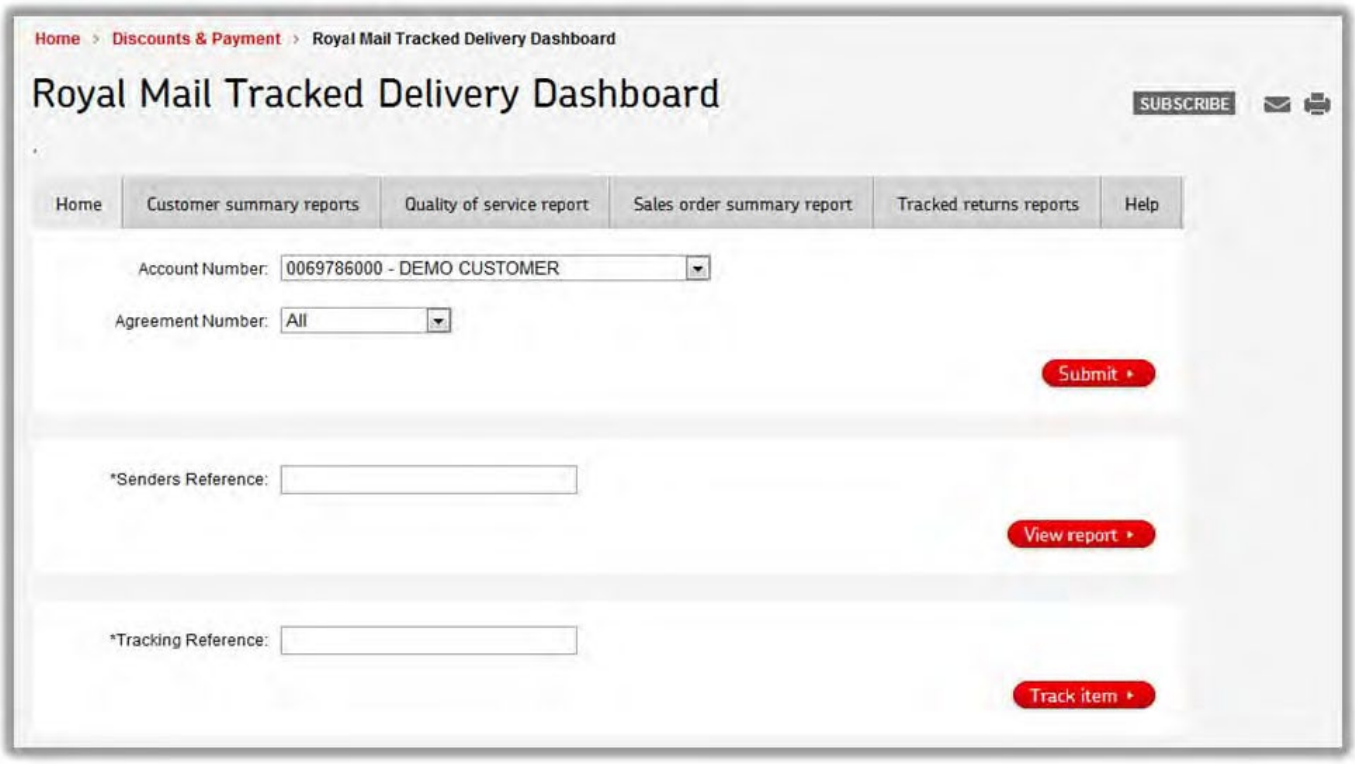
It allows you to view detailed management reports, as well as your Royal Mail Tracked parcel activity.

Logging in via OBA

You can view your reports via your OBA account which is accessed on www.royalmail.com.

- Scroll down & click on 'Royal Mail Tracked and Tracked Returns Reporting Tool'.
- Log in with your username & password.

On the reporting landing page you can quickly select your account number and agreement number to view current information on the progress of items due for the last 5 delivery days including today.



You can also input your sender's reference number in addition to the Royal Mail tracking reference to make it easier to cross-reference your systems with our systems.

The data for the delivery dashboard may be up to 30 minutes behind real time. This is normal as it takes a short time for the data to be uploaded.

If you run the report early in the day, delay possible numbers will be very high as the ready for delivery scan may not have taken place yet. We recommend you run the report after 9am.

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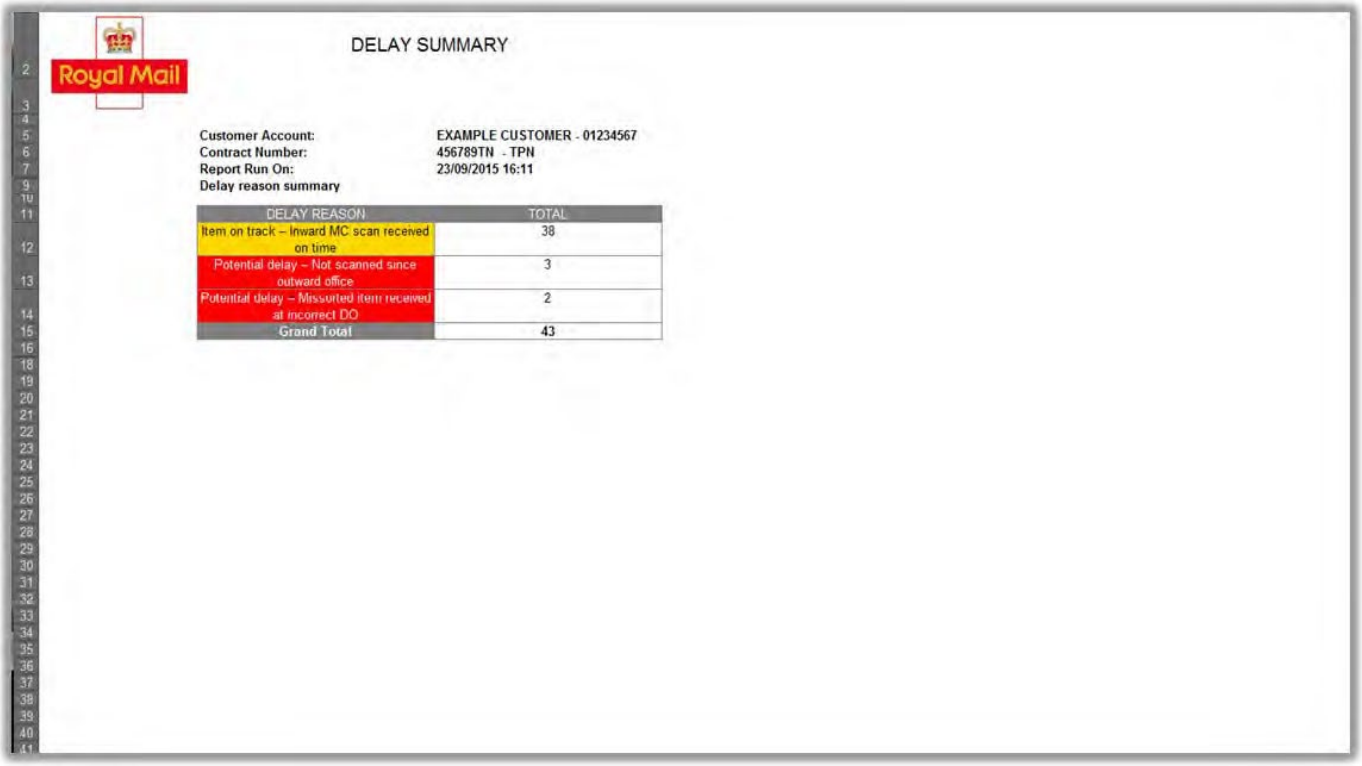
Once you have clicked submit you will notice that the scheduled "Total" is subdivided into "Awaiting delivery", "Delivered", "Delivery attempted" and "Delay possible".

This report defaults to today's date plus the previous 4 working days. An additional column is now available within the "Delay possible" items to provide a categorised reason for delay, informing you of our confidence in that delay status. This helps you to establish how best to use the potential delay information and make a more informed decision about if and when to proactively contact your customers.

Awaiting Delivery	Delivered	Delivery attempted	Delay possible	Date	Scheduled for Date	Total	Excel Report
0	1219	235	147	28/10/2015 13:45:05	28/10/2015	1601	Excel report
0	1367	162	2	28/10/2015 13:45:05	27/10/2015	1531	Excel report
0	1	1	0	28/10/2015 13:45:05	26/10/2015	2	Excel report
0	1281	165	3	28/10/2015 13:45:05	24/10/2015	1449	Excel report
0	1383	159	0	28/10/2015 13:45:05	23/10/2015	1542	Excel report

Now you can choose to export the data into excel.



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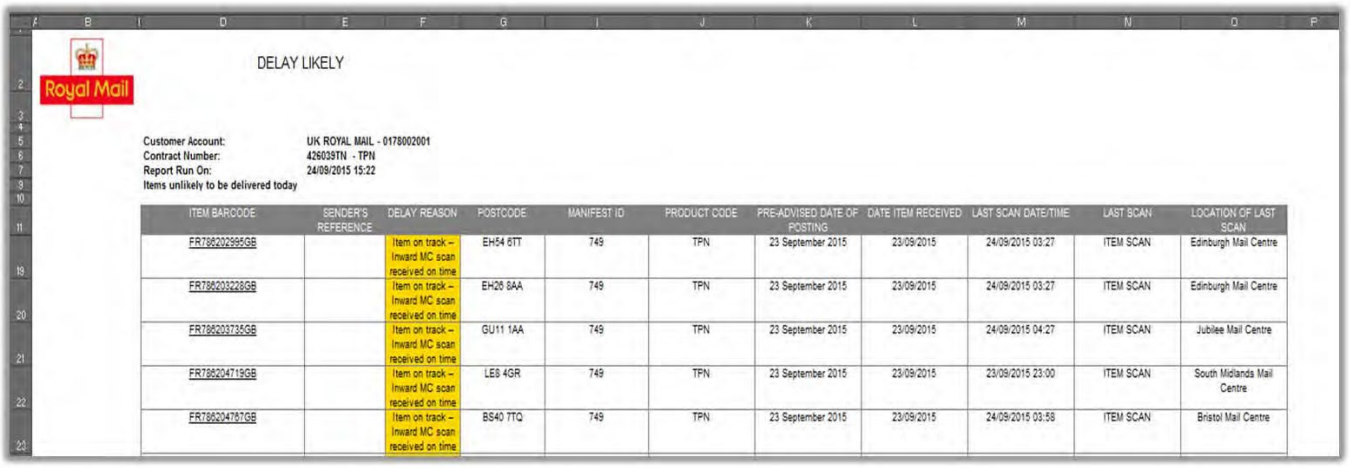
Top tips

If you click on any of the tracking numbers on the excel download, it will take you to the online tracking details that the recipient can see.

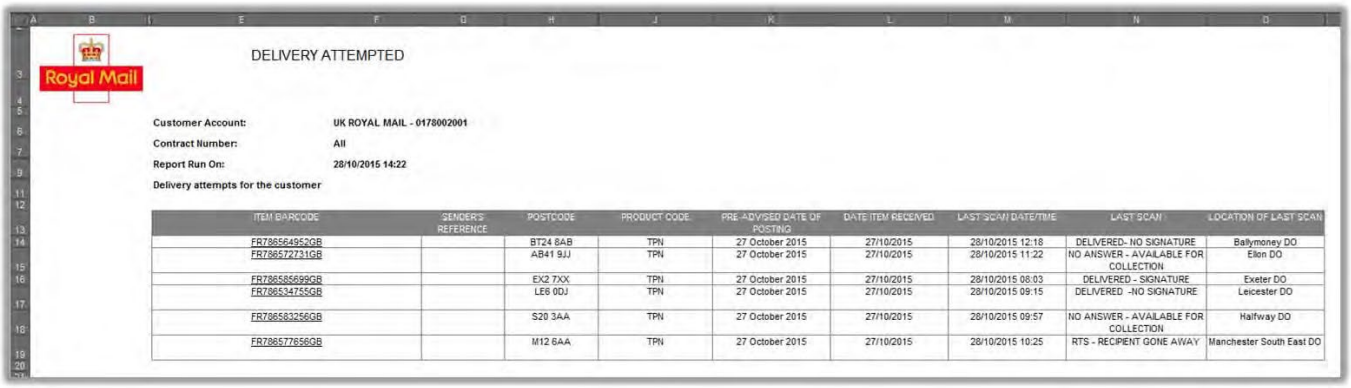
There are two additional sheets on the download which shows the delay likely and the delivery attempted items.



DELAY LIKELY

Customer Account: UK ROYAL MAIL - 0178002001
Contract Number: 426039TN - TPN
Report Run On: 24/09/2015 15:22
Items unlikely to be delivered today

ITEM BARCODE	SENDER'S REFERENCE	DELAY REASON	POSTCODE	MANIFEST ID	PRODUCT CODE	PRE-ADVISED DATE OF POSTING	DATE ITEM RECEIVED	LAST SCAN DATE/TIME	LAST SCAN	LOCATION OF LAST SCAN
FR786202995GB		Item on track – Inward MC scan received on time	EH54 6TT	749	TPN	23 September 2015	23/09/2015	24/09/2015 03:27	ITEM SCAN	Edinburgh Mail Centre
FR786203228GB		Item on track – Inward MC scan received on time	EH26 8AA	749	TPN	23 September 2015	23/09/2015	24/09/2015 03:27	ITEM SCAN	Edinburgh Mail Centre
FR786203735GB		Item on track – Inward MC scan received on time	GU11 1AA	749	TPN	23 September 2015	23/09/2015	24/09/2015 04:27	ITEM SCAN	Jubilee Mail Centre
FR786204719GB		Item on track – Inward MC scan received on time	LE8 4GR	749	TPN	23 September 2015	23/09/2015	23/09/2015 23:00	ITEM SCAN	South Midlands Mail Centre
FR786204767GB		Item on track – Inward MC scan received on time	BS40 7TQ	749	TPN	23 September 2015	23/09/2015	24/09/2015 03:58	ITEM SCAN	Bristol Mail Centre



DELIVERY ATTEMPTED

Customer Account: UK ROYAL MAIL - 0178002001
Contract Number: All
Report Run On: 28/10/2015 14:22
Delivery attempts for the customer

ITEM BARCODE	SENDER'S REFERENCE	POSTCODE	PRODUCT CODE	PRE-ADVISED DATE OF POSTING	DATE ITEM RECEIVED	LAST SCAN DATE/TIME	LAST SCAN	LOCATION OF LAST SCAN
FR786564952GB		BT24 8AB	TPN	27 October 2015	27/10/2015	28/10/2015 12:18	DELIVERED- NO SIGNATURE	Ballymoney DO
FR786572731GB		AB41 9JJ	TPN	27 October 2015	27/10/2015	28/10/2015 11:22	NO ANSWER - AVAILABLE FOR COLLECTION	Ellon DO
FR786585699GB		EX2 7XX	TPN	27 October 2015	27/10/2015	28/10/2015 08:03	DELIVERED - SIGNATURE	Exeter DO
FR786534755GB		LE6 0DJ	TPN	27 October 2015	27/10/2015	28/10/2015 09:15	DELIVERED -NO SIGNATURE	Leicester DO
FR786583256GB		S20 3AA	TPN	27 October 2015	27/10/2015	28/10/2015 09:57	NO ANSWER - AVAILABLE FOR COLLECTION	Halfway DO
FR786577656GB		M12 6AA	TPN	27 October 2015	27/10/2015	28/10/2015 10:25	RTS - RECIPIENT GONE AWAY	Manchester South East DO

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Delay reasons explained

Status	What determines the status?	What is the likely delay?
Potential delay – Missorted item received at incorrect DO	A missort scan has been recorded in a Delivery Office other than the expected Delivery Office based on the items destination postcode	The item is not in the correct location for delivery and is unlikely to be delivered on the expected delivery day
Item on track – Incorrect missort scan	A missort scan has been recorded at the expected Delivery Office based on the item's destination postcode	An incorrect scan has been used but the item is in the correct location for delivery today and is unlikely to be delayed
Item on track – Damage scan at DO	The item has received a damaged scan at the expected Delivery Office based on the items destination postcode	If the item is damaged it will be delivered today with a message from Royal Mail explaining what to do if the contents is missing or damaged. The item is unlikely to be delayed
Item on track – Inward MC scan received on time	The item has received an Inward Mail Centre scan before 06:00 on the due day of delivery	Although the system is not yet showing a Ready for Delivery scan any items handled by the Inward Mail Centre before 06:00 on the due day of delivery are highly likely to go on to be delivered that day
Potential delay – Inward MC scan received late	The item has received an Inward Mail Centre scan after 06:00 on the due day of delivery	Any items handled by the Inward Mail Centre after 06:00 on the due day of delivery are unlikely to make the connection to be delivered that day
Potential delay – Missorted item received at incorrect inward office	The item has received either a missort scan or an Inward Mail Centre acceptance scan at a Mail Centre other than that expected based on the destination postcode of the item	The item is not in the correct location for onward connection to the correct Delivery Office and is unlikely to be delivered on the expected delivery day
Potential delay – Not scanned since outward office	The item has not received any further scans since acceptance into the Royal Mail network	The item is not in the correct location for onward connection to the correct Delivery Office and is unlikely to be delivered on the expected delivery day
Potential delay – Item incorrectly scanned	Any item which does not meet any of the above criteria	This category catches any item where the status cannot be determined due to an anomaly in the series of scans and so there is a potential delay based on the absence of a delivery office scan

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